Council on Dental Care Programs and Dental Practice
2016 Annual Report

- The council formed a task force comprised of council members and members of the ODA Medicaid Working Group to address Report Recommendation #2 of the Task Force on the Future of Dentistry in Ohio report. It also formed a task force comprised of council members and the Dental Education and Licensure Committee to address Report Recommendation #7 of the Task Force on the Future of Dentistry in Ohio report.

Teledentistry
- The council, DELC and the Task Force on Auxiliary Utilization and Access to Care have submitted a joint resolution to the 2016 ODA HOD to establish an ODA policy statement on teledentistry.

Medicare Prescription Drug Rule and Delta Dental of Michigan, Ohio, and Indiana’s Medicare Advantage Plan Contract Amendment
- The council monitored both CMS’ implementation of its new Medicare prescription drug rule and the insurance industry’s response to it.
- The council met with a Delta Dental representative concerning Delta’s recent mailing regarding Delta’s response to the new Medicare prescription drug rule and has scheduled a follow-up meeting with Delta’s upper management to express the concerns that Ohio dentists have raised concerning Delta’s actions.

Third Party Payer and Managed Care Issues
- The council continues to utilize a working group of council members to address dental insurance issues. In conjunction with this group, the council reviewed and acted upon requests for assistance in dealing with general and specific dental insurance situations from 22 member dentists since the last HOD. Since the last HOD, the council has either addressed or is in the process of addressing specific issues involving Aetna (covered services), Cigna (benefits determination, benefits determination, dentist rating system, downcoding), Delta Dental of California (security issues), Delta Dental of Michigan, Ohio, and Indiana (benefit limitations, focused review, claim denial), Dental Care Plus (information request), Guardian (auditing), MetLife (benefits determination, EOB, information request, reported comments), Medical Mutual (claim denial), Principal Life (claim denial), United Concordia (claim denial), UnitedHealthcare Dental (claim denial, EOB language, pre-determination of benefits) and VeriPoint and CAQH (credentialing).
- The council is meeting with a company that provides PPO negotiation services to obtain additional information about their services
- The Dental Insurance Corner, an ongoing series of dental insurance articles, has continued to appear on a monthly basis in the ODA Today.
- Contract analysis service – 131 managed care contract analyses and 3 DMSO contract analyses have been compiled for the membership’s use.
- Since the last HOD, council representatives have made two presentations to 131 people on managed care, dental insurance and marketplace trends.
- The council continued to consider regular reports from the ADA Council on Dental Benefit Programs.
- The council continued to monitor and keep the ODA advocacy team apprised of the legislative developments in other states relative to Amended Resolution (08-12) (Silent PPOs), Amended Resolution 09-12 (Craniofacial Anomalies Coverage) and Amended Resolution 10-12 (Dental Consultants).
- The council monitored the activities of the Ohio Health Services Price Disclosure Study Committee.
Dental Service Organization (DSO) Program Idea
- The council does not believe the ODA or ODASC have a role in developing a DSO service at this time other than to monitor what other states like California are doing with their group buying project.

Dental Practice Issues
- The council continued to consider regular reports from the ADA Council on Dental Practice.
- The council continued to monitor dental auxiliary issues in Ohio and across the country.
- The council is continuing to consider suggestions for additional delegable duties and/or levels of supervision for various duties.

Ohio Good DEED Program, Amalgam Disposal and Other Wastewater Issues
- The Ohio Good DEED (Dedicated to Environmental Excellence in Dentistry) Program is a voluntary, statewide amalgam and other waste disposal program. The council encourages all ODA members to participate in the program.
- Current program participation statistics:
  - Gold Tier status: 264 dentists, 368 dental students, 70 dental graduate students, 279 dentist faculty members, 148 dental practices, 163 locations, 1,073 chairs.
  - Gold and Green Tier status: 80 dentists, 39 dental practices, 42 locations, 255 chairs.
- The one CE hour “Regulatory Compliance and Green Dentistry” seminar continues to be available to the component dental societies at no charge upon request.
- The ODA continues to actively assist component dental societies to minimize the impact of potential regulatory actions on dentists by local wastewater treatment authorities. ODA staff will help components negotiate with local wastewater treatment authorities. Of particular note, the ODA worked with the Cincinnati Dental Society to address the activities of local sewer districts within its jurisdiction.
- The council met with a representative of the OEPA concerning the Good DEED Program and other environmental issues.

Regulatory Compliance
- Since the last HOD, council representatives have made nine presentations to 1,222 people on regulatory compliance issues, including during the ODA Leadership Institute, and are currently scheduled to make six more presentations during 2016-2017.
- The council considered and responded to requests from ODA member dentists to develop a regulatory compliance calendar for the ODA website, backflow prevention regulation and dental office financial staff background check regulation.

Direct Reimbursement Promotion
- The council continues to utilize a working group of council members to promote Carnation Dental (DR), make improvements to the www.CarnationDental.com website and utilize promotional flyers to promote DR to Ohio employers. The flyers are available at no charge upon request to any ODA member who would like to provide them to dental benefits decision makers with whom they are in contact.
- The council continues to utilize a working group to effectively monitor DR activity and bring recommendations back to the full council.
- Broker contracts – The council is currently contracting with three brokers and consultants to promote DR to Ohio employers.
- DR plans – The council is aware of 125 Ohio employers with DR plans covering 15,962 Ohioans.

Review of Ongoing Council Programs and Strategic Planning
- The council utilizes an electronic format for all of its meeting materials.
- The council continued to utilize objective gauges (e.g., council time, staff time, budget and timelines) to revise the outcomes measures and priority rankings of its programs. The council also continued to regularly consider any new issues, trends, threats or opportunities that the ODA may need to address while also considering which of its current programs should be discontinued.
• The council considered and incorporated into its activities the results of the 2015 ADA Member Value and Loyalty Study for the State of Ohio.

Use of Consultants
• The council utilized Dr. Henry Fields as a consultant on OSDB related issues and Ms. David Gorenz and Mr. Tony Lu as consultants representing ASDA at OSU and CWRU, respectively.

Council Meetings

Council Members and Staff
Dr. Richard Ragozine, Subdistrict 1     Dr. Mike Lee, at-large member
Dr. Leone Pullella, Subdistrict 2     Dr. Phil Howard, at-large member
Dr. Jason Streem, Subdistrict 2     Dr. Julie Roberts, vice chair, at-large member
Dr. Keith Norwalk, Subdistrict 3     Ms. David Gorenz, OSU ASDA consultant
Dr. Gerry Espeleta, Subdistrict 4     Mr. Tony Lu, CWRU ASDA consultant
Dr. Canise Bean, Subdistrict 5     Dr. Henry Fields, consultant on OSDB issues
Dr. Erin Astley, Subdistrict 6     Dr. Mark Mihalo, ADA CDBP liaison
Dr. Joe DePalma, Subdistrict 7     Dr. Chris Connell, Executive Committee liaison & ADA CDP liaison
Dr. Greg Michaels, Subdistrict 8     Ms. Denise Boltz, ODA asst. to the director of dental services
Dr. Manny Chopra, chair, Subdistrict 9     Mr. Chris Moore, ODA director of dental services
Dr. Loren Frumker, at-large member

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Appellate Case Review
- Since the last HOD, no cases have been appealed to the ODA.

Peer Review as a Public Service Versus a Membership Benefit
- The subcouncil reaffirmed its position that peer review should be conducted primarily as a public service. As such, the subcouncil believes patients should be able to utilize the peer review process irrespective of the treating dentist’s membership status and that there should be no charge to any of the involved parties.

Peer Review Training, Education and Workshops
- Subcouncil representatives gave three peer review presentations to 52 people since the 2015 HOD. Workshops are made available to all components at no charge upon request.
- The next Statewide Peer Review Workshop is tentatively scheduled to be presented in 2017 or 2018.
- The current peer review manual is available to the component dental society peer review chairs, executive directors and general membership on the ODA website.

Review of Ongoing Subcouncil Policies, Programs and Strategic Planning
- The subcouncil continues to utilize objective gauges (e.g., subcouncil time, staff time, budget, timelines) to revise the outcomes measures and priority rankings it has attached to each of its programs. The subcouncil also continued to regularly consider any new issues, trends, threats or opportunities that the ODA may need to address.

Subcouncil Meetings
April 1, 2016 and July 22, 2016; both via conference call.

Subcouncil Members and Staff
Dr. Roger Clouse, Subdistrict 1            Dr. Ron Heiber, Subdistrict 8
Dr. Jennie Nichols, Subdistrict 2         Dr. Steve Pick, chair, Subdistrict 9
Dr. Mike Kastner, vice chair, Subdistrict 3  Dr. Leone Pullella, CDCPDP liaison
Dr. Greg Shelhouse, Subdistrict 4         Ms. Denise Boltz, ODA assistant to the director of
dental services
Dr. Jim Male, Subdistrict 5
Dr. Sharon Henderson, Subdistrict 6
Dr. Scott Null, Subdistrict 7
Dr. Ron Heiber, Subdistrict 8

Closing Remarks
I extend my thanks to the members of the Council on Dental Care Programs and Dental Practice, Statewide Subcouncil on Peer Review and staff for their dedication in addressing the charge given them by the ODA. Drs. Leone Pullella and Julie Roberts from the council deserve special recognition for the service and commitment they have shown to the ODA over the past many years.

Respectfully submitted,

Manny Chopra, D.M.D.
Chair, Council on Dental Care Programs and Dental Practice